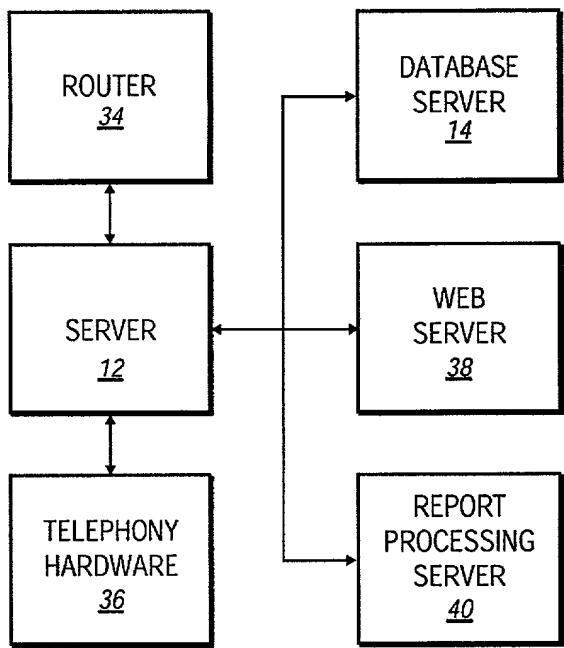


FIG. 1A



**FIG. 1B**

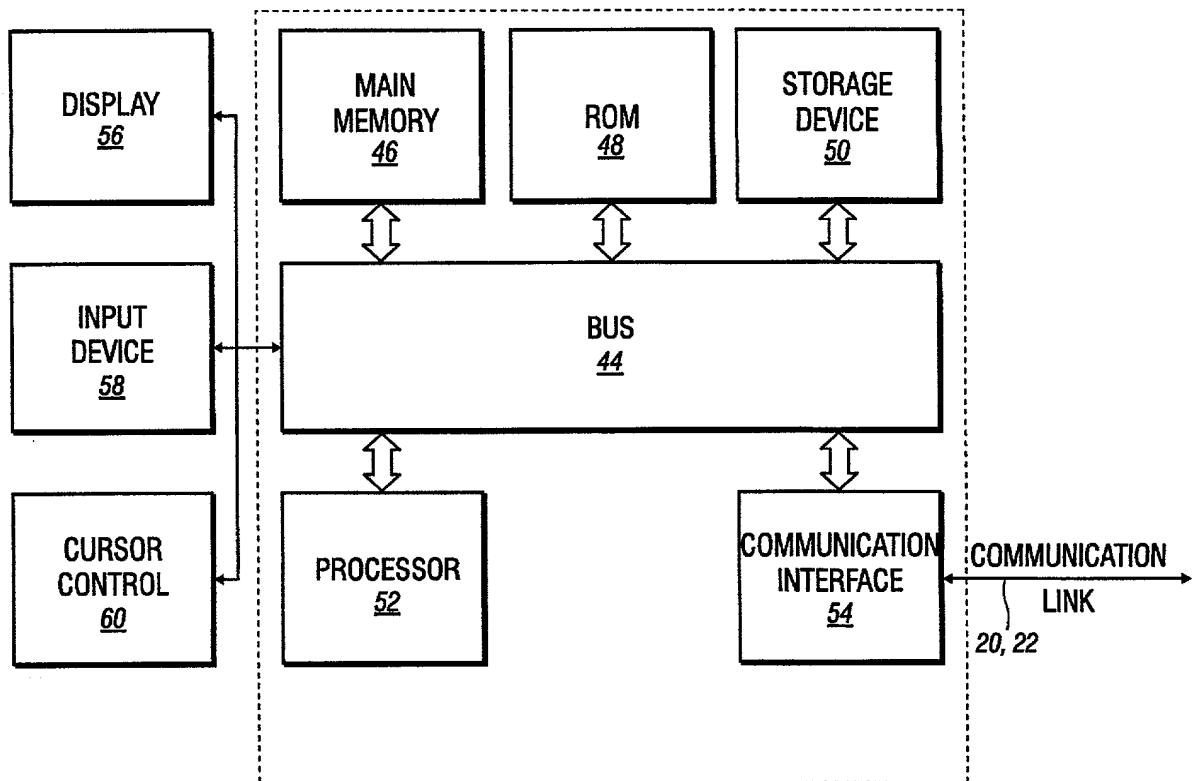


FIG. 1C

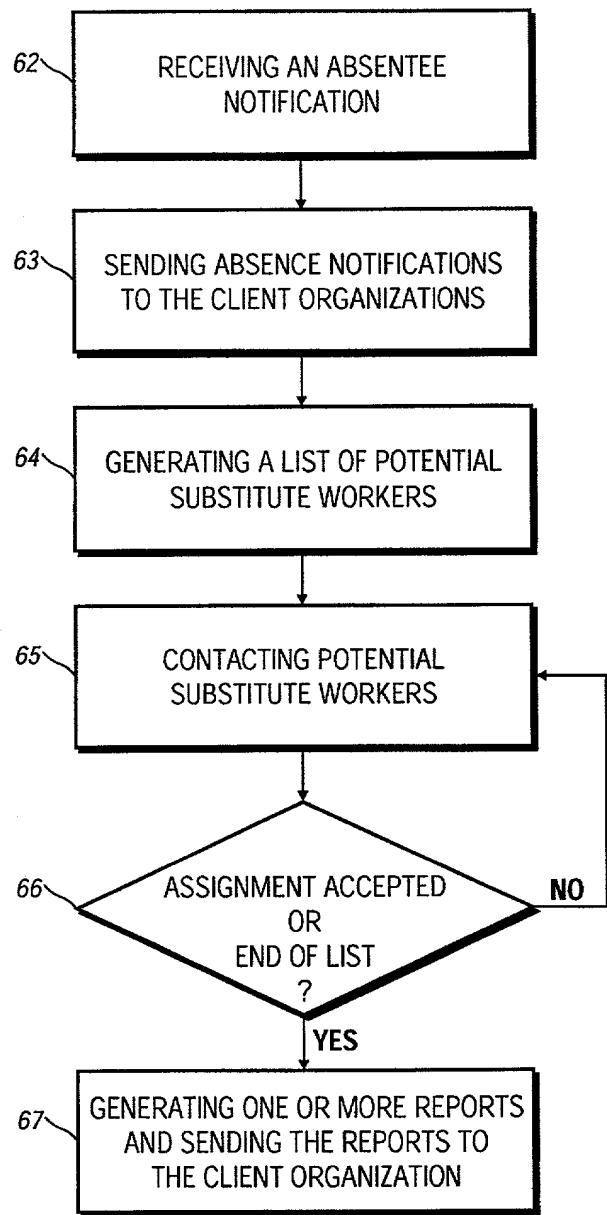
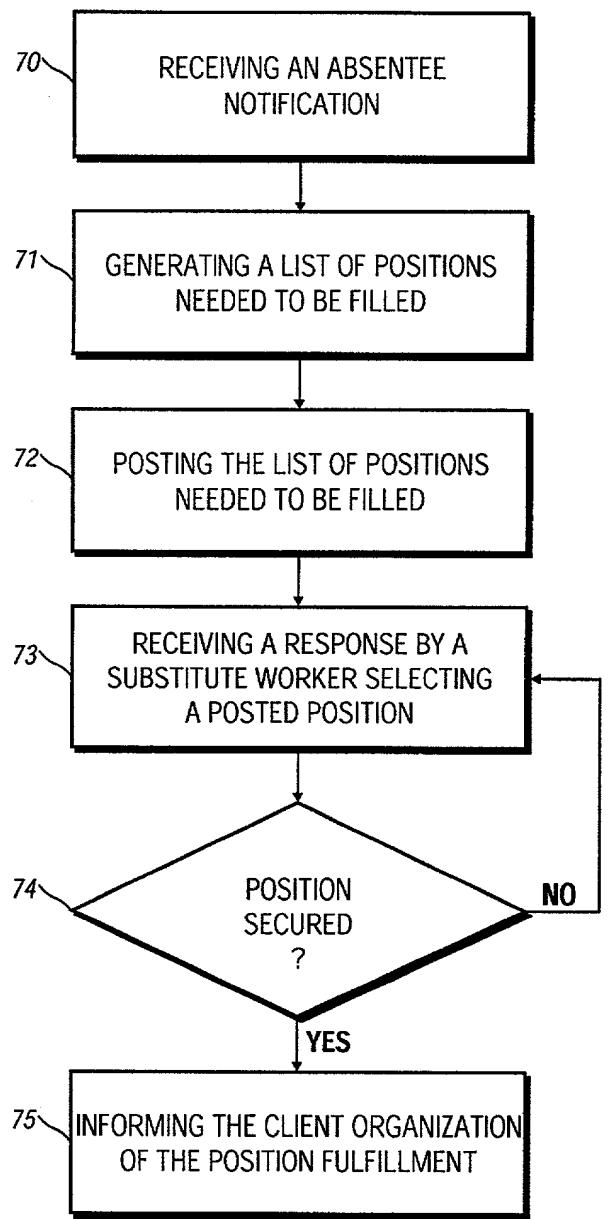
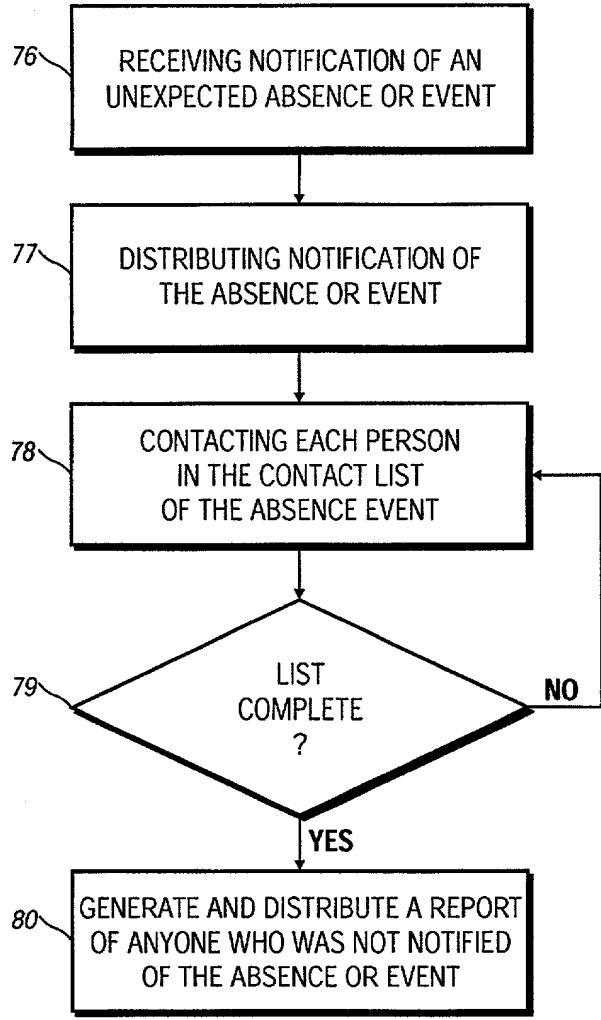


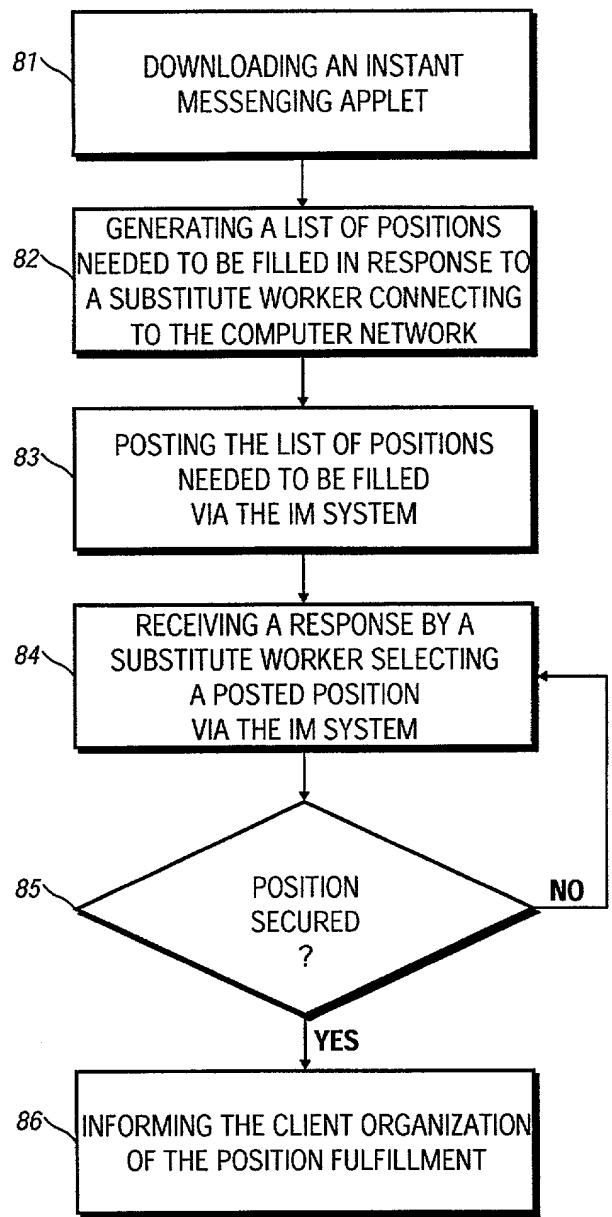
FIG.2A



**FIG.2B**



**FIG.2C**



**FIG.2D**

<b>STAFF</b>	
Name	92
Title	94
Social Security Number	96
Pin	98
Cross reference to billing contact	100
Certification(s)	102
Substitute preferences	104
Schedule manipulation	106
Absence record	108
School reference	110
District reference	112
County reference	114
E-mail address	116
Fax number	118
Room/Office number	120
Special flag for recorded messages	122
Entitlement balances	124
Availability	126
Call time preferences	128

*FIG. 3*

<b>Business Data</b>	
Billing address	132
Mailing address	134
Billing contact	136
Emergency contact	138
Evening	
Weekend	
Business	
Phone number	140
Fax number	142
E-mail	144
PO #	146
Options turned on	148

*FIG. 4*

<b>Pick-Lists</b>	
Field preferences	152
Required	
Visible	
Default data	
Field data	154
Type	
Certification	158
Entitlement types	160
People	162
Schools	
District	164

**FIG. 5**

<b>School Data</b>	
Name	168
Code	170
Type	172
Principal	174
Fax	176
Assign fax list	178
Phone	180
Secretary	182
Assign substitute	184
Assign staff	186
Record/Play	188

**FIG. 6**

<b>County Data</b>	
Name	192
Code	194
State	196
Associate districts	198
Assign substitutes	200

**FIG. 7**

<b>District Data</b>	
Name	204
Code	206
District address	208
Phone	210
Fax	212
Assign fax list	214
Administrator/Board secretary	216
Associate schools	218
Assign substitutes	220
Assign staff	222
Record/Play	224

**FIG. 8**

<b>Preferences</b>	
Options	
Calling numbers	
Select internet/intranet calling profiles	228
Password	
Key value	

**FIG. 9**

230

<b>Reports</b>	
Acceptance/refusal history	232
Call History	234
Unfulfilled	236
Teacher manifest Trend analysis	237
Substitute manifest	238
School manifest	240
Substitute performance Acceptance rating Flexibility rating Trend analysis	242
Staff attendance	244
Staff calendars	246
Assignment reports School District County	248

**FIG. 10**

250

<b>Wizard</b>	
Phone	252
Emergency phone	254
Contact	256
Billing address	258
District	260
Title	262
Number of teachers (approx.)	264
Number of support staff (approx.)	266
Fax number	268
E-mail address optional	270
Billing contact optional	272

**FIG. 11**

**ABSENTEE REPORT**

276 Date: 1/8/98 Time: 14:40:08  
Name: Smith, John, T. Social Security #: 005-75-2243 Phone #: (609)-555-1111 Title: Social Studies Time: 14:39:50 Location: Howard  
Date: 1/8/98 Type: Sick F/H Day: Half Day/PM

**SUBSTITUTE ASSIGNMENT REPORT**

278 Date: 1/8/98 Time: 17:08  
Name: Smith, John, T. SSN: 005-75-2243  
Title: Social Studies gr 8 School ID: 011  
Location: Howard School: 50 South School Street  
Substitute Information  
Name: Smith, Charles SSN: 005-76-2214  
Contact Date: 1/8/98 Time: 17:06

**CALL HISTORY REPORT**

279 Date: 1/8/98 Time: 17:08  
Name: Smith, John, T. SSN: 005-75-2243  
Date: 1/8/98 Time: 17:04 Line: Answer Status: No Contact Sub: Smith, Mark, C.  
Date: 1/8/98 Time: 17:05 Line: Answer Status: Rejected Sub: Jones, Pat, B.  
Date: 1/8/98 Time: 17:06 Line: Answer Status: Accepted Sub: Smith, Charles D.

**UNFULFILLED SUBSTITUTE ASSIGNMENT REPORT**

280 Date: 1/8/98 Time: 19:10  
Name: Hitchens, Jack, R. SSN: 008-73-2278  
Title: English gr 11 School ID: 012  
Location: Blair School: 123 South Main Street

**FIG. 12**

States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
Telephony Application						
Teacher Call-in						
281	Initial	Prompt for SS Number	Take phone offhook; Generate "Start" Event	ST: MainMenu	ST: ErrorState	ST: Hangup N/A
282	MainMenu	"1" Record Absence; "2" Listen to Entitlement Day Balances; "3" Special Instructions	N/A	"1" Pressed ST: Whenstep 1; "2" Pressed Entitlements	Play Error Message; General "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye
283	Whenstep 1	"1" Today; "2" Another Day	N/A	"1" ST: Shift; "2" ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye
284	WhenAnotherDay	Prompt for day of the month followed by the "#" sign	N/A	ST: Shift	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye
285	Shift	"1" Full Day; "2" Half day AM; "3" Half day PM	N/A	ST: Absence Type or if required ST: StartTime	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye
286	StartTime	Prompt for a military time	N/A	ST: Absence Type	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye
287	Absence Type	List Valid Absence Types from database	N/A	ST: ConfirmAbsence or if required ST: RecordInstructions	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye
288	RecordInstructions	Play instructions for recording a message	N/A	ST: ConfirmAbsence	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event ST: Goodbye

FIG. 13A (1 of 2)

289	ConfirmAbsence	Replay contents of absence, prompt user to confirm;	N/A	"1" Pressed, ST: CheckComplete; "2" Pressed, ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
290	CheckComplete	Press "1" Complete call and get confirmation number; "2" Enter an additional absence day;	N/A	"1" Pressed, ST: Goodbye; "2" Pressed, ST: WhenAnotherDay	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
291	Entitlements	List Entitlement Day Balances, ST: MainMenu	N/A	N/A	N/A	N/A	N/A
292	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
293	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A
294	Goodbye	Play goodbye message; ST: Hangup	N/A	N/A	N/A	N/A	N/A

FIG. 13A (2 of 2)

States	Events						
	ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
School Administration Call-in							
295	MainMenu	Press "1" School Menu; Press "2" Entitlement Types Menu	N/A	"1" Pressed ST: RecordSchoolMenu; "2" Pressed ST: RecordEntTypesMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
296	RecordSchoolMenu	Prompt for valid School Recording ID	N/A	ST: RecordSchool, or if "#" pressed ST: MainMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
297	RecordSchool	Play existing recording, if exists then prompt "1" to record new prompt, "#" to return to School Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordSchoolMenu; "#" ST: RecordSchoolMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
298	RecordEntTypesMenu	Prompt for valid Entitlement Type Recording ID	N/A	ST: RecordEntTypes, or if "#" pressed ST: MainMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
299	RecordEntTypes	Play existing recording, if exists then prompt "1" to record new prompt, "#" to return to Entitlement Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordEntTypesMenu; "#" ST: RecordEntTypesMenu	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
300	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
301	Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
302	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

**FIG. 13B**

States		Events				
ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
FrontLine Administration Call-in						
303	RecordFilesMenu	Prompt for the recording ID of the message file	N/A	ST: RecordFiles	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event
	RecordFiles	Play existing recording, if exists then prompt "1" to Record new prompt, "#" to return to Record Files Menu	N/A	"1" Pressed, record/verify prompt, ST: RecordFiles; "#" ST: RecordFiles	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event
304	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A
305	Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A
306	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A
307						

**FIG. 13C**

States		Events					
	ST = State Transition	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
308	Substitute Call-out	Dial the telephone number; ST: CallAnalysis					
308	MakeTheCall	N/A	N/A	N/A	N/A	N/A	N/A
309	CallAnalysis	Determine how the call was or was not answered	N/A	Person Answers; ST: Identify	Person does not answer;	N/A	N/A
310	Identify	Prompt for SS Number or PIN Number	N/A	ST: PresentRequest	Generate "Start" Event	N/A	ST: Goodbye
311	PresentRequest	Play request, prompt substitute to "1"Replay; "2"Accept, "3"Reject	N/A	"1"Replay, Generate Start Event; "2" ST: AcceptRequest; "3" ST: RejectRequest	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
312	RejectRequest	Reject w/No more calls; "2"Reject allowing for additional calls	N/A	ST: Goodbye	Play Error Message; Generate "Start" Event	Play Error Message; Generate "Start" Event	ST: Goodbye
313	AcceptRequest	Play confirmation number; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
314	ErrorState	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
315	Goodbye	Thank caller for using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
316	Hangup	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A

**FIG. 13D**

States	Events					
	Start	Receive a call	Receive Valid Input	Receive Invalid Input	Timeout	Max Retries Reached
317 ST = State Transition Fax Callout	Call FaxNumber ST: CallAnalysis	N/A	N/A	N/A	N/A	N/A
318 MakeTheCall	Determine if Fax Answered	N/A	Fax Answered ST: FaxSend	Fax did not Answer ST: Hangup	N/A	N/A
319 CallAnalysis	Send Fax ST: End					
320 FaxSend	Play standard error message; ST: Goodbye	N/A	N/A	N/A	N/A	N/A
321 ErrorState	Thank substitute using system; ST: Hangup:	N/A	N/A	N/A	N/A	N/A
322 Goodbye	Hangup Phone ST: End	N/A	N/A	N/A	N/A	N/A
323 Hangup						

**FIG. 13E**

Client	Events										
	States	Have Data	Don't Have Data	File Created	Connect FTP	Did Not Connect to FTP	File not there	Max Tries	Startup	Bad format	
323 Extract	Create file ST: Send	Create file ST: Send									
324 Send			Create FTP Session; Send File	Verify file was sent ST: Receive; Else ST: Error			Error				
325 Receive					Check for file if pres. ST: import Else ST: Wait	Error					
326 Import							Opens files; Verify file format	Refuse all Changes	Save Changes		
327 Cleanup							Moves files to archive; Sets last sync dates for all files				
Error											

(1) (2) (3) (4) (5) (6) (7) (8) (9) (10) (11) (12)

**FIG. 13F (1 of 2)**

FIG. 13F (2 of 2)

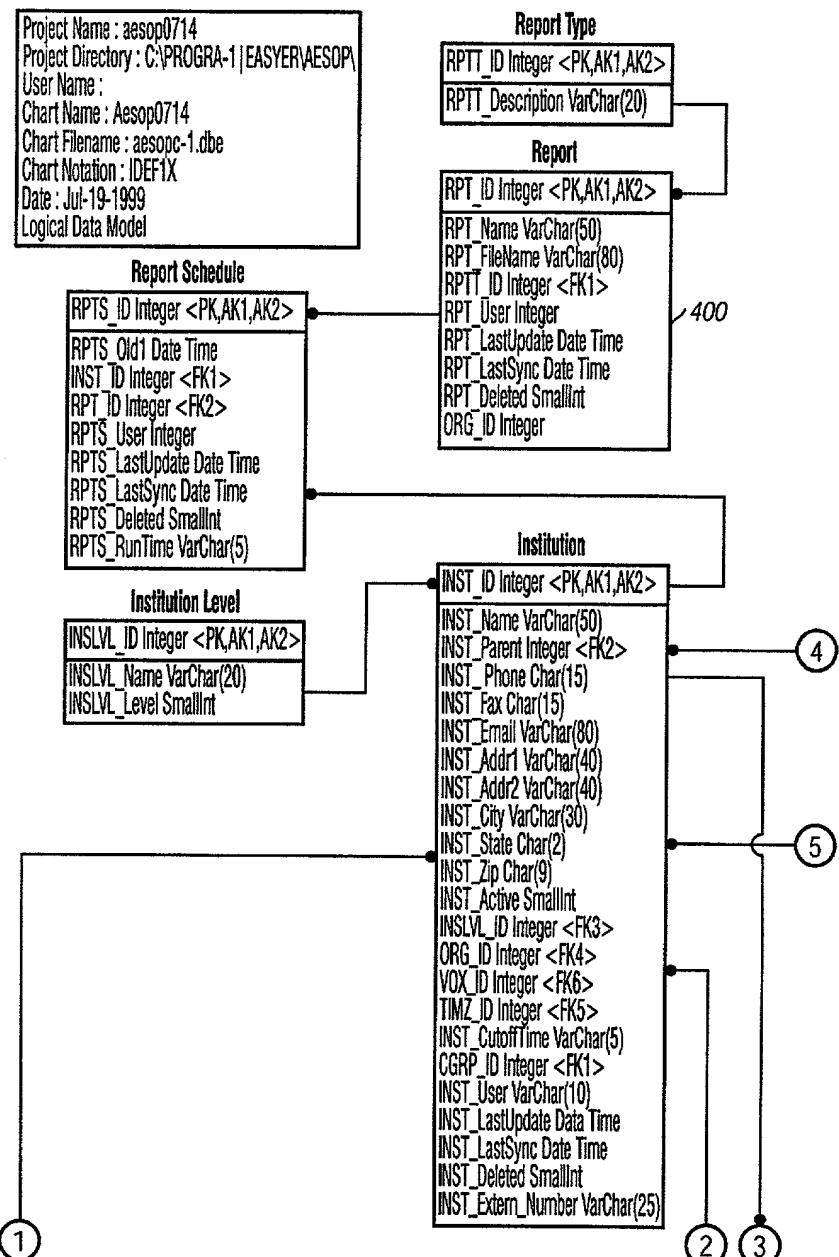


FIG 14 (1 of 10)

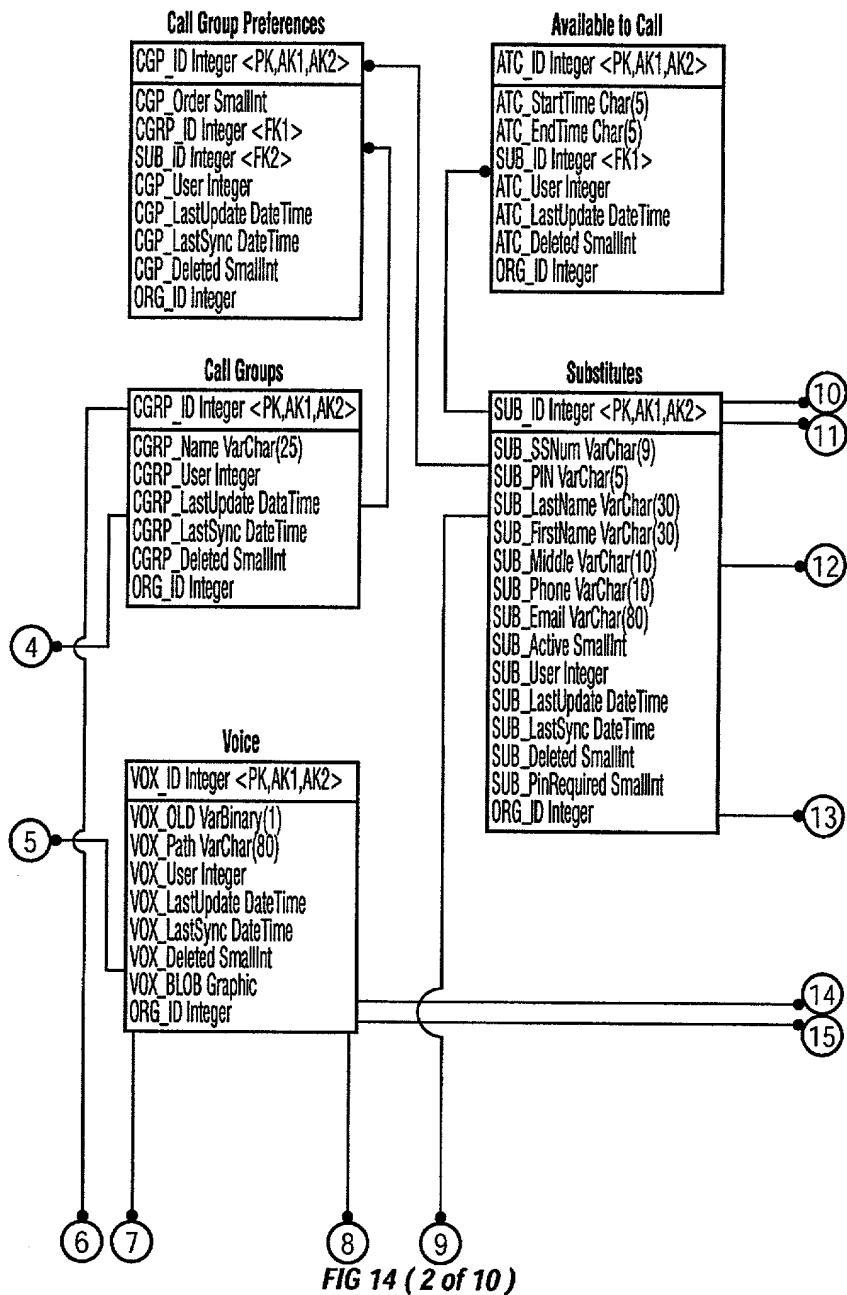


FIG 14 (2 of 10)

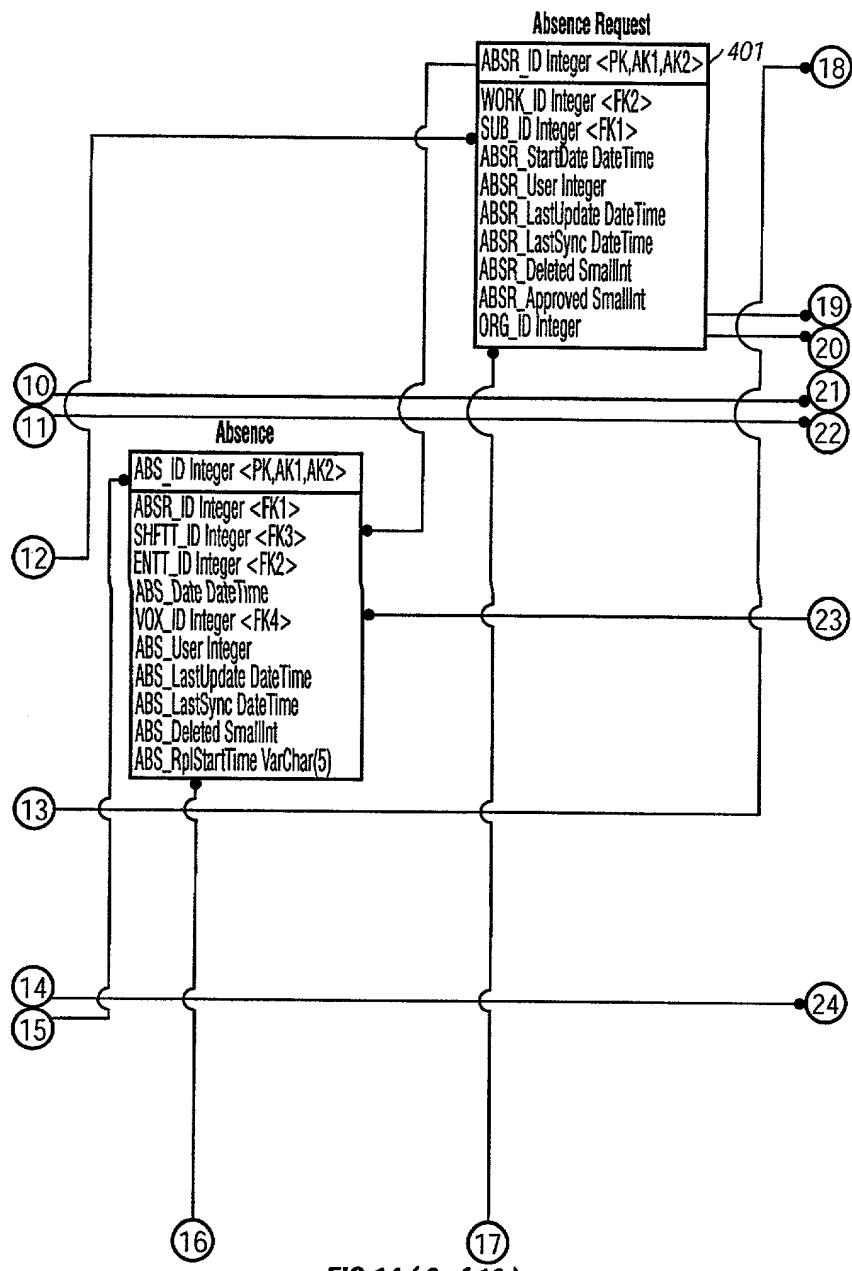


FIG 14 ( 3 of 10 )

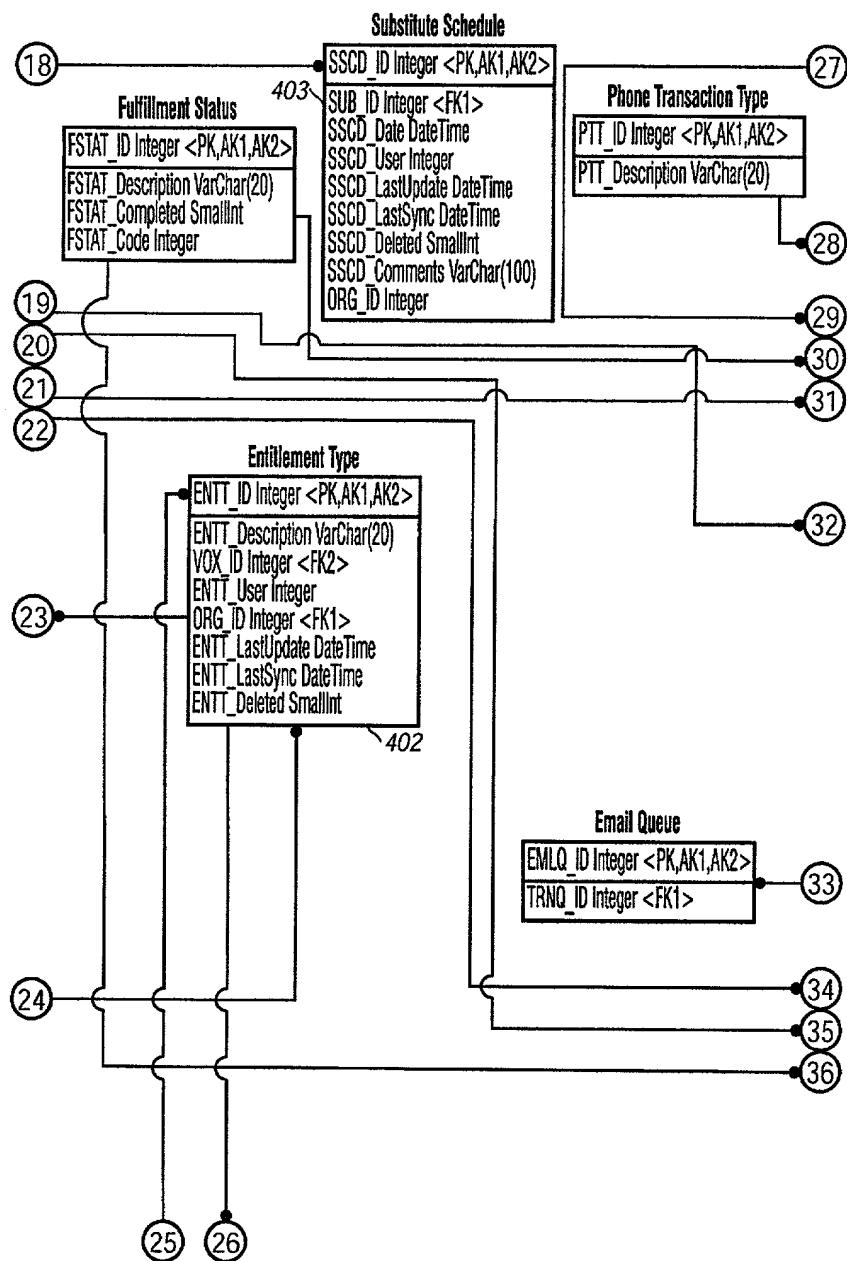


FIG 14 (4 of 10)

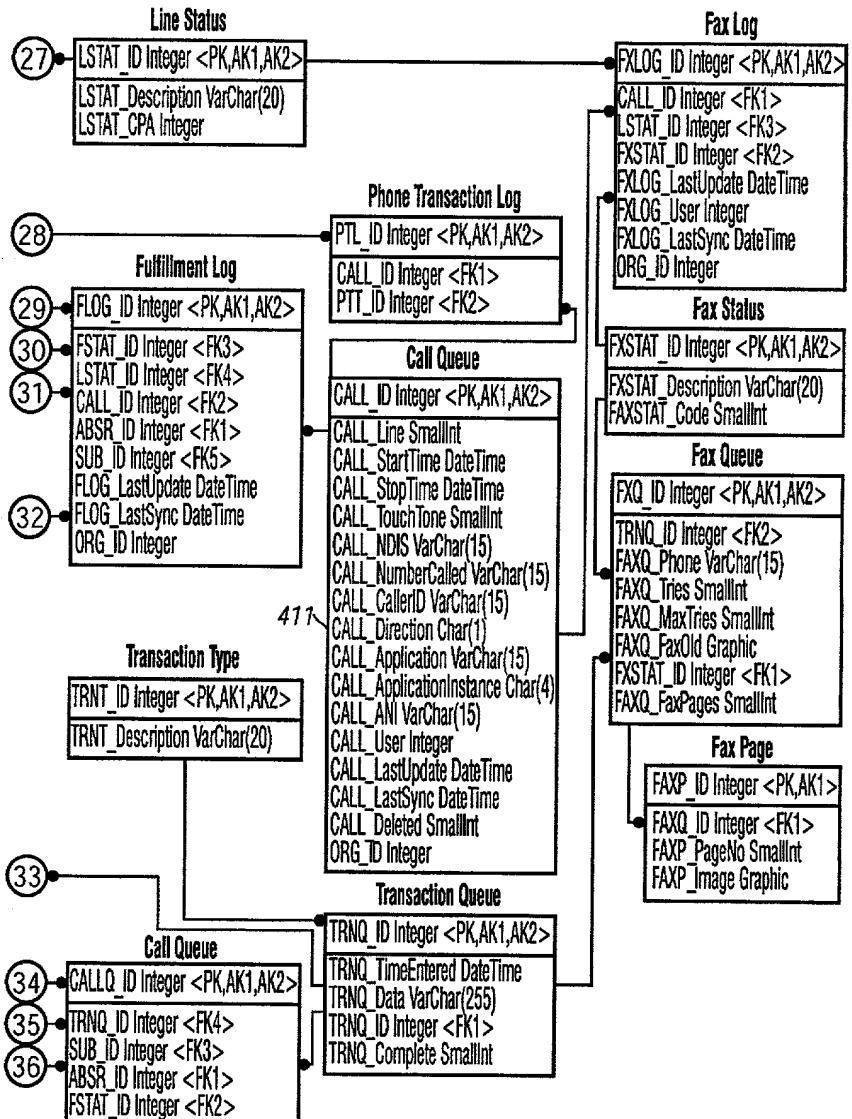


FIG 14 ( 5 of 10 )

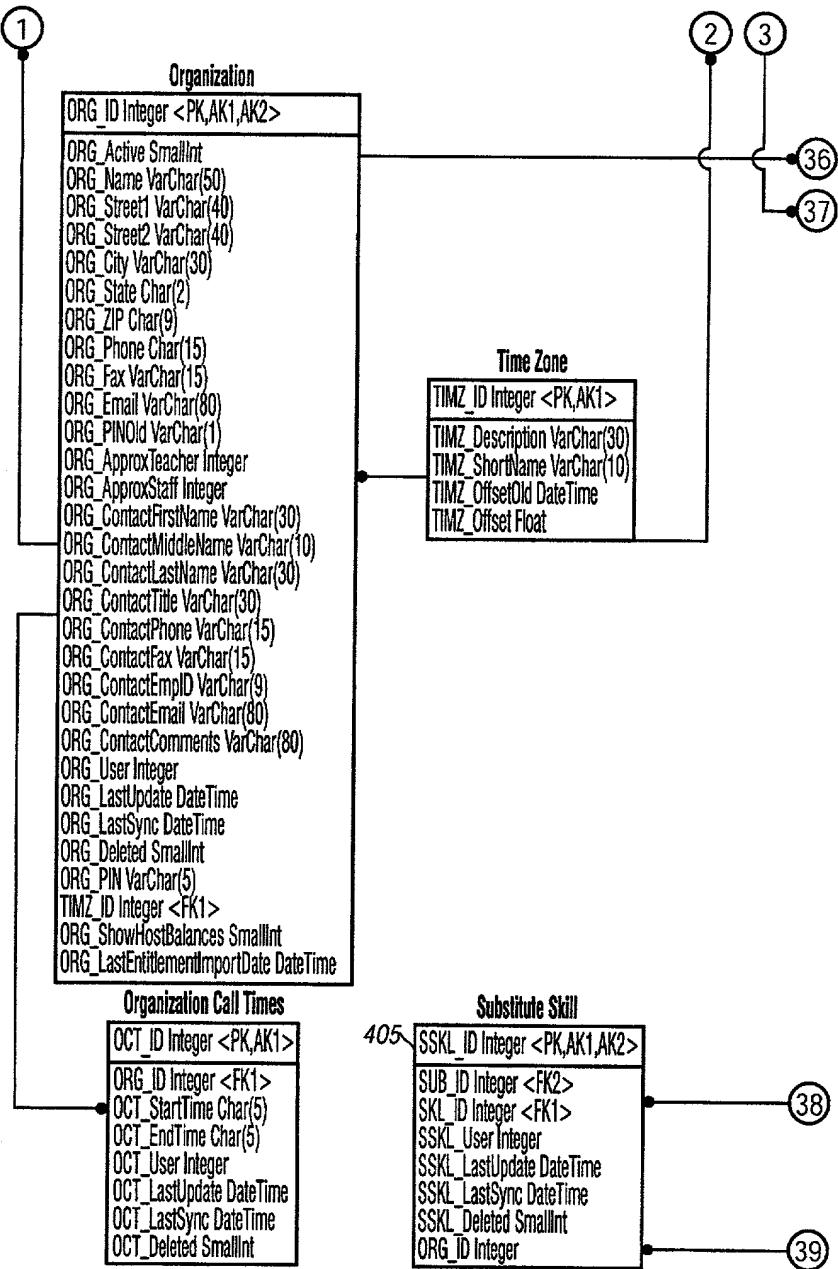


FIG 14 ( 6 of 10 )

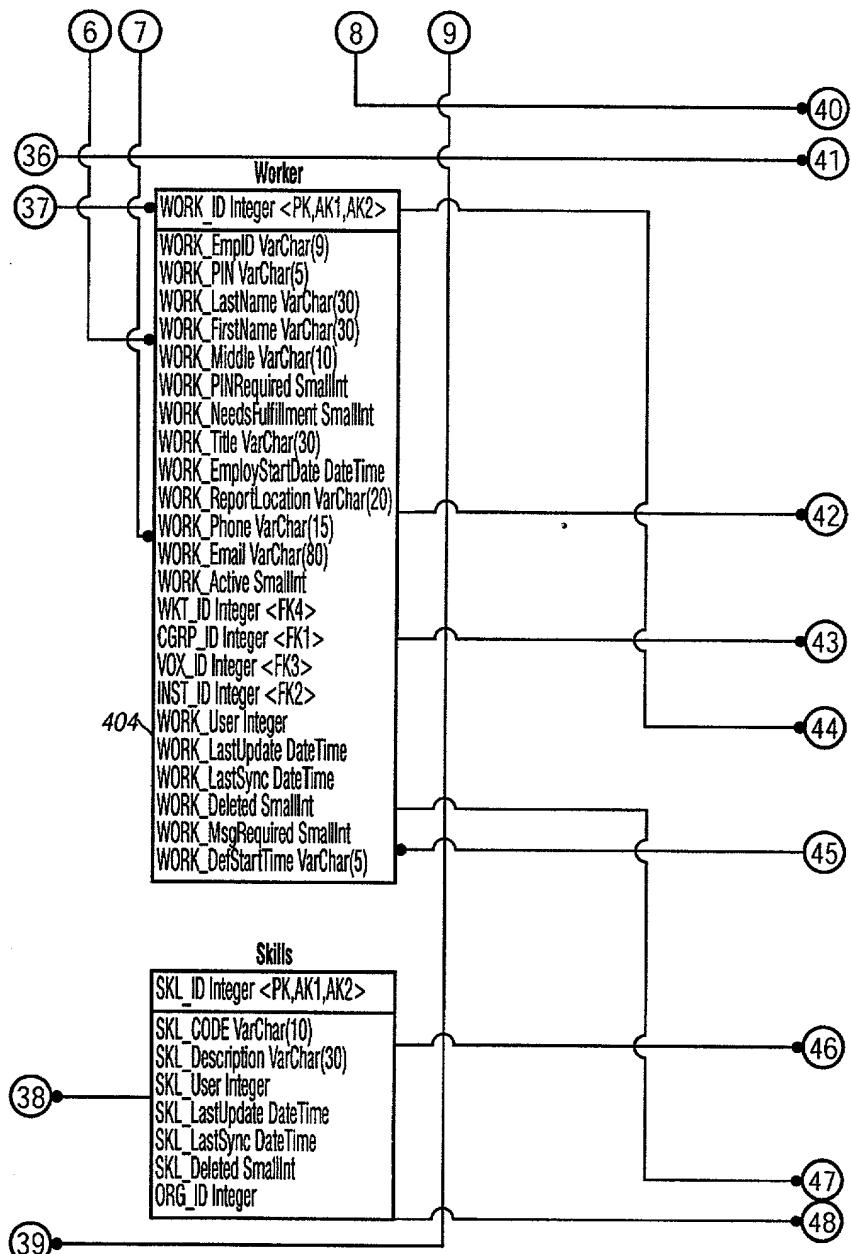


FIG 14 ( 7 of 10 )

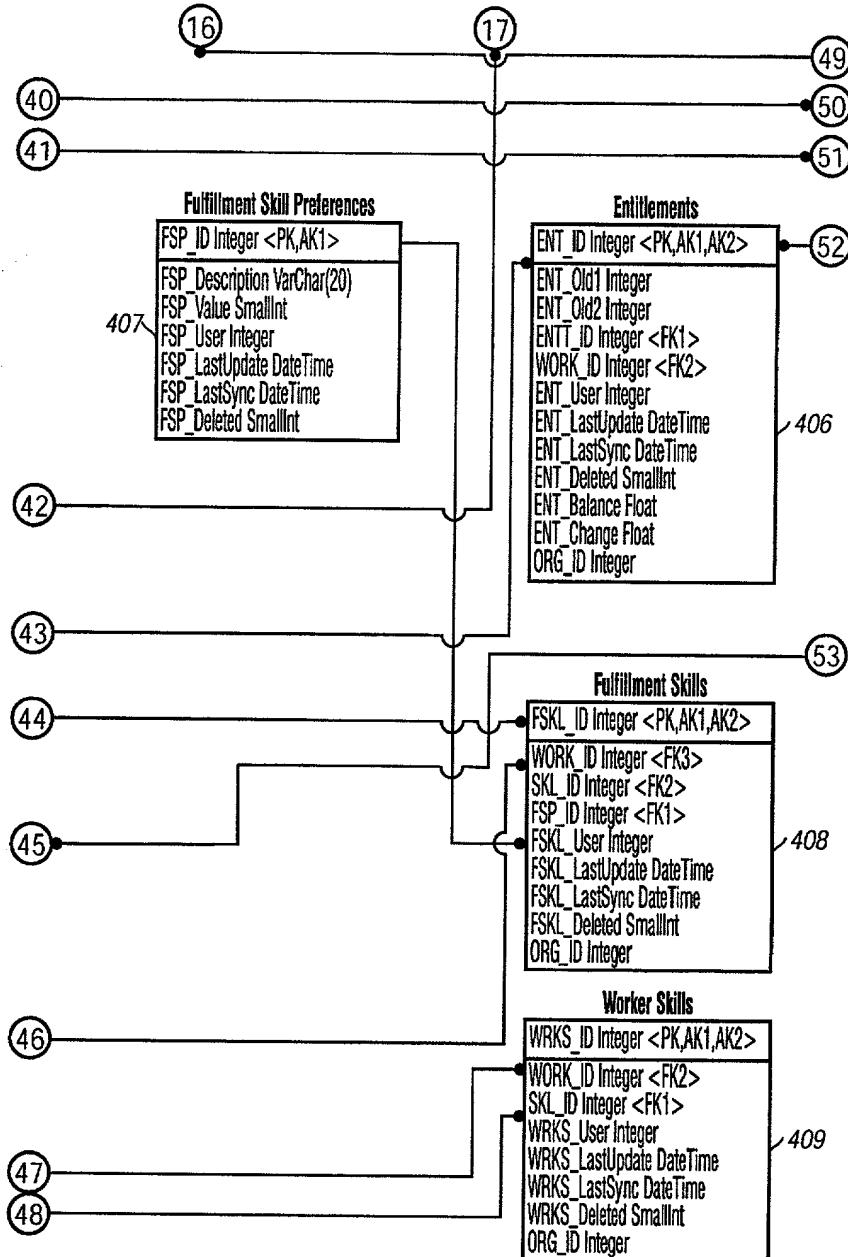
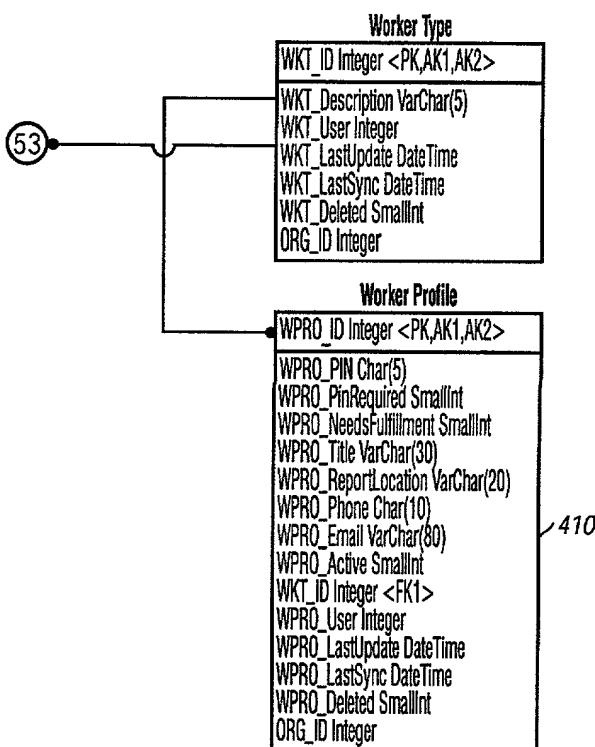
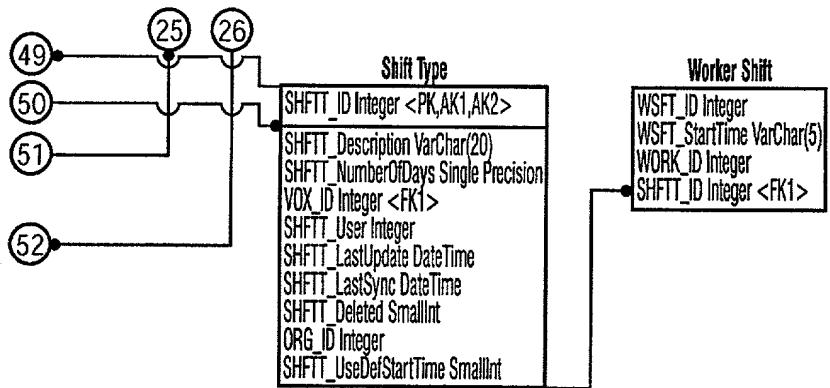
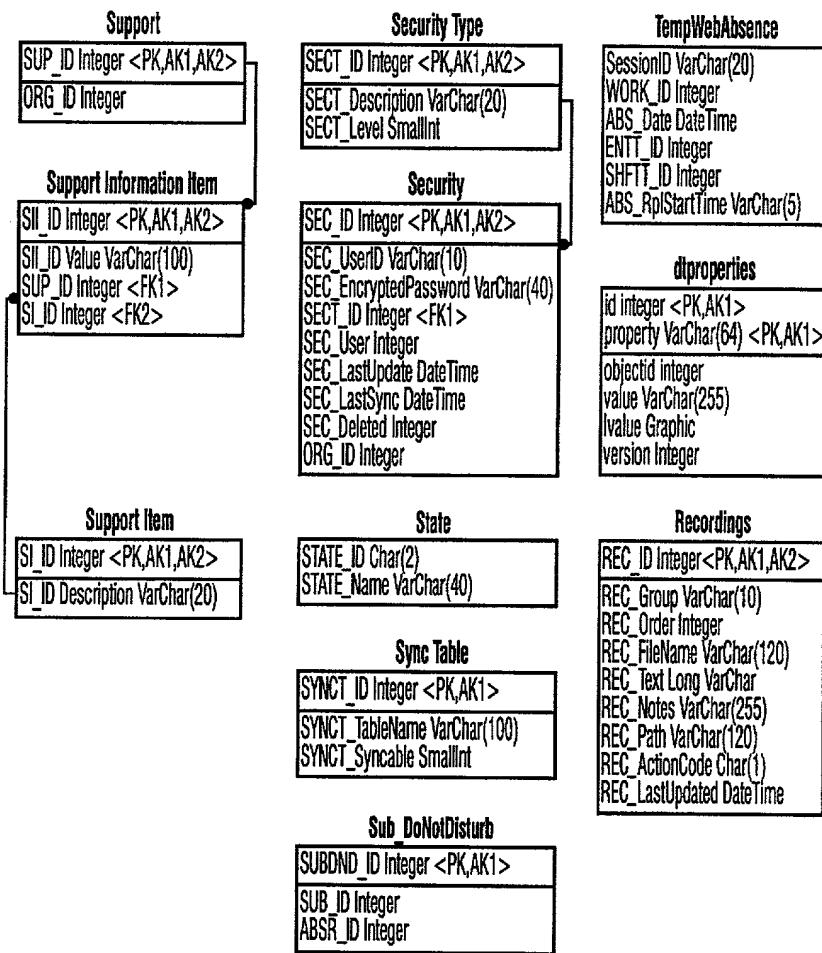


FIG 14 (8 of 10)



**FIG 14 ( 9 of 10 )**



**FIG 14 ( 10 of 10 )**